



SHBP Georgia Network & Implementation Update

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The Marketplace Is Seeking Solutions to Market Imperatives

- **Affordability** —————> Managing the effectiveness and efficiency of the care and providing choices within the financial means of the consumer
- Fair and Rational **Access** —————> Efficient and fair access to and distribution of care
- **Quality** and Safety —————> Care services delivered safely and consistently within the norms of current science
- Human **Usability** —————> An environment that is simple and understandable, usable, efficient, consistent and trustworthy

These imperatives drive our agenda to deliver solutions on behalf of our customers.

- **National in scope and local in focus**
- **National Key Network Stats:**
 - **417,000+ physicians**
 - **4,100+ hospitals**
- **Georgia Key Network Stats:**
 - **12,900+ physicians**
 - **152 hospitals**



Over 1,600 providers and 17 hospitals added since Sept 2005

Georgia Network Hospital Expansion

UnitedHealthcare

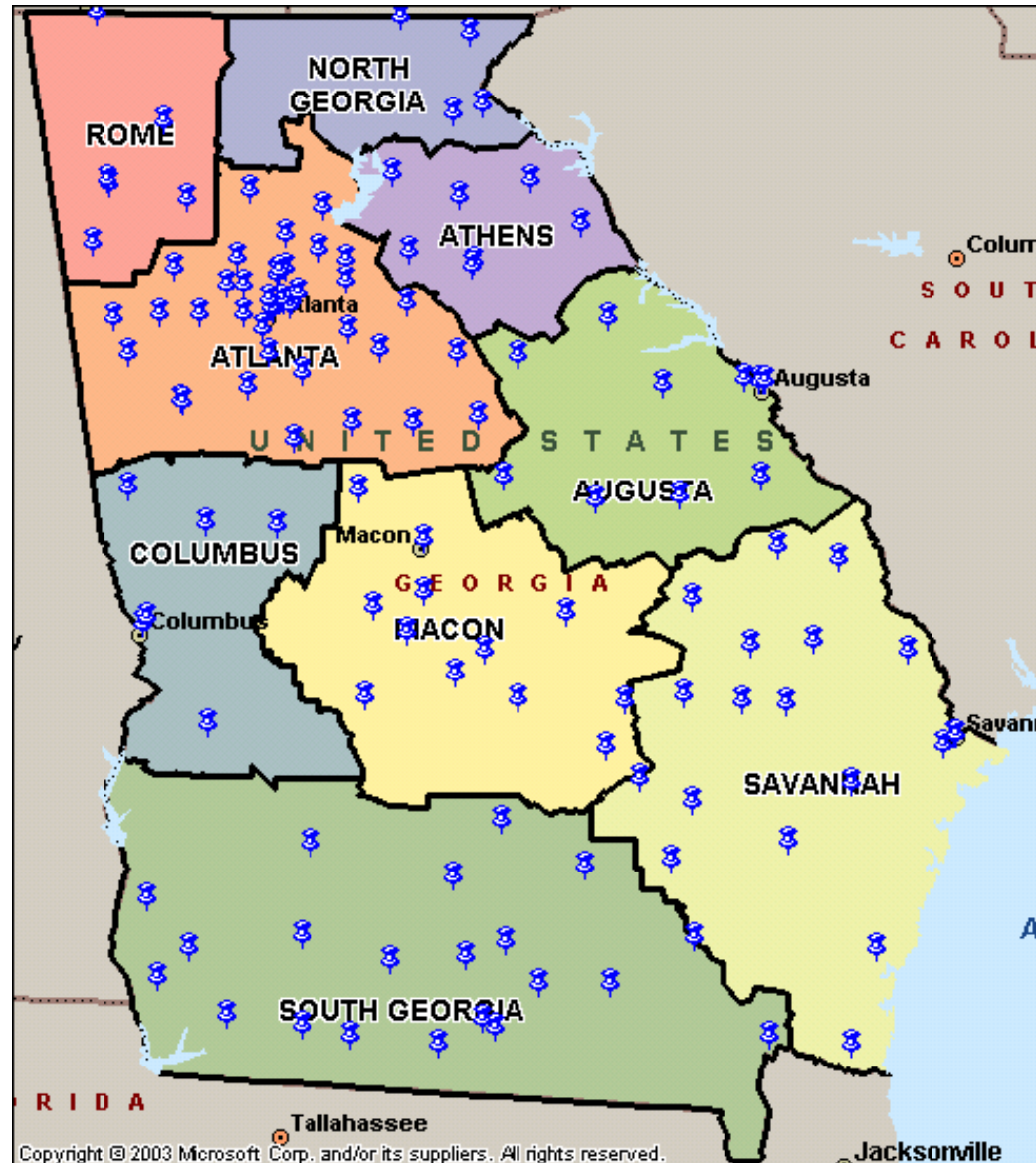
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- **On the contract award date of Sept 1, 2005, UnitedHealthcare included 135 contracted general acute care hospitals in our PPO and 131 hospitals in our Choice (HMO) networks statewide.**
- **As of January 1, UHC has added 17 general acute care hospitals statewide to the PPO network.**
- **UHC now has 152 of the 153 available general acute care hospitals in our PPO network in Georgia.**
- **12 acute care hospitals were added to the Choice (HMO) network for a total of 143 hospitals participating in our Choice network statewide as of January 1.**
- **The only hospital not contracted for the PPO plan is Doctor's Hospital in Columbus. We are in positive negotiations to secure their participation.**

Network Hospitals – September 1st, 2005

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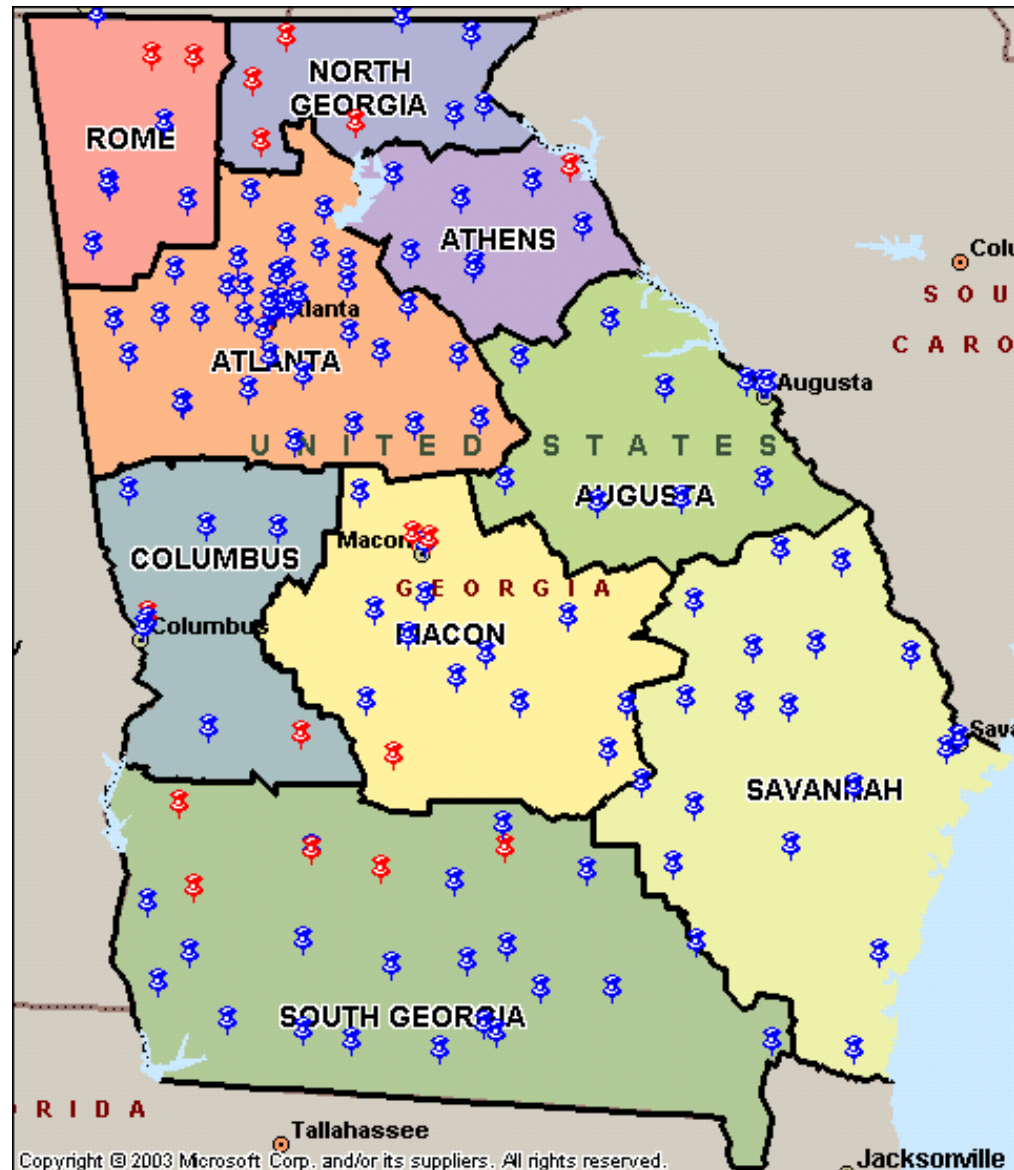


It just makes sense.™

Network Hospitals – January 1st, 2006

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It just makes sense.[™]

Georgia Network Physician Expansion

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	<u>Sept 2005</u>	<u>Jan 2006</u>
Statewide	11, 300+ (4944PCP/6356 Spec)	12, 900+ (5530PCP/7370 Spec)
*SW GA Area:	289 (161PCP/128 Spec)	450 (221PCP/229Spec)
*Douglas:	12 (4 PCP/8 Spec)	17 (8 PCP/9 Spec)
*Vidalia:	35 (12 PCP/23 Spec)	37 (13 PCP/24 Spec)
*Milledgeville:	53 (10 PCP/43 Spec)	62 (17 PCP/45 Spec)
*Dalton:	8 (5 PCP/3 Spec)	13 (9 PCP/4 Spec)

***Focused Recruitment Areas**

Southwest Georgia (Albany and surrounding cOunties), Douglas, Vidalia, Milledgeville and Dalton

- **Maintain quality and efficiency of our credentialing process and continue expedited credentialing for SHBP specific contracts.**
- **The expedited credentialing process allows for addition of a physician in our network within 30 days from receipt of clean application.**
- **The majority of these SHBP only contracts have been received from target areas of SW GA area, Douglas, Vidalia, Dalton and Milledgeville.**
- **185 statewide applications are in process for credentialing.**
- **24 applications are in process for the target area with 18 of these submitted as SHBP only contracts.**

2006 Statewide Network Initiatives

- Focus on expansion of hospital based contracts
- Dalton physician meetings on January 24 to encourage expansion of the PPO physician network.
- Targeted discussions with two key Internal Medicine practices in Milledgeville.
- Continued education and onsite visits with providers in Douglas and Vidalia. Visits in Vidalia occurred on Jan 11th.
- Physician education with PHO and Non-PHO physicians in SW Georgia on Jan 11th and 30th.
- Ongoing provider education regarding the SHBP plan.

Key Implementation Milestones

- An average of 820 member calls to customer service received daily in Oct – Dec 05 and 15,409 calls received YTD Jan 10th.
- Over 500 outbound calls were made to members and their providers by our Clinical Care Management team and 2,998 calls were made by Behavioral Health Care specialists.
- 332,685 ID cards were mailed as of 12/19/05.
- UHC has been claim ready as of 12/19/05 and is already processing claims within performance guidelines.
- Total of 38,495 employees enrolled on our myuhc.com website as of January 10.